



FAQ's

What services are offered through MO-TIP?

Through April 30, 2011, MO-TIP offers FREE interpretation via video and telephone plus translation of educational materials and patient consent forms.

How do I connect to MO-TIP services with my Telehealth equipment?

Getting connected with MO-TIP is EASY! All you need is a connection in the patient's exam room, then place the patient in the room and get the equipment set-up for the call. Ensure that the equipment is on, check the sound and visuals, and dial our IP address **198.209.7.249** or find us in the directory **STL-LAMP**.

What if my equipment is in a conference room, and not a patient exam room?

Most of the telehealth equipment can be moved to different locations. All you need is a LAN connection in the patient exam room. For more information, you can call the Missouri Telehealth Network—Director at 1-573-884-7958.

How can my facility schedule MO-TIP interpretation services?

Call LAMP toll free at 1-866-948-7133 or Fax your interpreter request to 314-842-1303. An interpreter request sheet is enclosed in the Tool's pocket of this LEP compliance kit. You may also download it from lampinterpreters.org/MO-TIP.

How far in advance should I schedule the interpreting services?

We would appreciate as much advance notice as possible, but we are able to get interpreters within minutes, depending on the language requested.

How long can I enjoy FREE MO-TIP services?

The free benefit expires on April 30, 2011 - after this date low rates will apply. You will not be billed for any usage of MO-TIP services before this expiration date.

Are LAMP interpreters qualified to interpret for our staff and patients?

LAMP interpreters are not only bilingual, but also bi-cultural individuals that help reduce language and cultural barriers. Our interpreters are tested for fluency levels and trained in medical interpreting skills. Our interpreters are also trained in HIPAA and follow the National Standards of Practice and Code of Ethics created by the National Council on Interpreting in Health Care for medical interpreters.